

# Coronavirus (COVID 19)

## Frequently Asked Questions (FAQs) for Employees

Updated on 30<sup>th</sup> March 2020 (Initially published: 17 March 2020)

Although employees are encouraged to familiarise themselves of these FAQs and those published for students regularly, please note that any latest advice and guidance from the Government supersedes the instructions, advice, and all other information provided here in this document. Please use the following link for the latest guidance from the UK Government: <https://www.gov.uk/guidance/coronavirus-COVID-19-information-for-the-public>

For further guidance from the UK Government on social distancing for everyone in the UK and protecting older people and vulnerable adults, please follow: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

The Prime Minister, in his national broadcast on 23 March 2020, introduced unprecedented restrictions on everyday life meaning people must leave their house for one of only four reasons - to exercise once a day, to travel to and from work where "absolutely necessary", to shop for essential items, and to fulfil any medical or care needs.

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**Q What is the current position of the University?**

<p style="text-align: center;"><b><u>Message from Minister of State for Universities:</u></b></p> <p>The University has received a letter from Michelle Donelan MP (the Minister of State for Universities) following the PM’s announcement on 23 March 2020. In this letter the Minister sets out the latest guidance and advice relevant to higher education. It covers; the need to support students in halls of residence, ongoing student finance arrangements via the SLC, updated guidance regarding visas, easing of the burden on institutions as a result of the regulatory framework within Higher Education and support for staff (i.e. defining key workers and the Coronavirus Job Retention Scheme).</p> <p>The full letter can be accessible via the link below:</p> <p><a href="https://www.bolton.ac.uk/wp-content/uploads/2020/03/Minister-Donelan-letter_260320.pdf">https://www.bolton.ac.uk/wp-content/uploads/2020/03/Minister-Donelan-letter_260320.pdf</a></p>	
<p style="text-align: center;"><b><u>Vice Chancellor’s communication to staff:</u></b></p> <p>Following the address to the Nation by The Prime Minister last night, I have to inform all staff that the University’s facilities are now being officially locked down today. We anticipate complete lockdown by 4pm.</p> <p>No staff, other than a limited security service, should attend the premises for any reason other than an essential requirement instigated by Derek Rout in his capacity as Director of Facilities. Only absolutely essential repairs/maintenance will be undertaken during lockdown. Mr Rout has complete control of the campuses.</p> <p>The Prime Minister was clear in his direction and stay at home restrictions apply immediately.</p> <p>This means people must leave their home for one of only four reasons:</p> <ul style="list-style-type: none"><li>- to exercise once a day;</li><li>- to travel to and from work where "absolutely necessary";</li><li>- to shop for essential items; and</li><li>- to fulfil any medical or care needs.</li></ul> <p>Libraries are now also closed across the UK.</p> <p>Facilities required by, or for, NHS associated work (such as our Clinical Suites) will be accessible via direct liaison with Derek Rout.</p> <p>Virtual teaching will continue where at all possible after Easter and, throughout the lockdown, the Executive Management of the University will continue to oversee core functions such as payroll operation.</p> <p>Where it is possible for colleagues to work from home, undertaking normal duties by remote working, this should of course continue once lockdown begins today. Clearly some staff will find that impossible due to the nature of their work.</p>	Updated 24/3/20

<p>All staff will continue to be paid as normal throughout this lockdown and should remain available for regular contact by their line manager and colleagues and staff should be available for, and willing to, work if called upon.</p> <p>There is little to add at this time, other than once again to ask you to follow the PM's directions to the letter. To reiterate, this means you should only leave home to:</p> <ul style="list-style-type: none"> <li>- shop occasionally for essential food or pharmacy items;</li> <li>- travel to and from work where only 'absolutely necessary' (this will involve a very small number of critical/essential University staff only);</li> <li>- provide essential supplies for the vulnerable who are at risk; and</li> <li>- exercise, to keep healthy, at a distance from others.</li> </ul> <p>I wish each and every one of you and your families the very best in these unprecedented times.</p> <p>Professor G E Holmes Vice Chancellor Deputy Lieutenant of Greater Manchester</p>	
<p style="text-align: center;"><b><u>Key points from information provided on 20 March:</u></b></p> <p>We need to move to a method of delivering our programmes to students so that they can continue their education throughout the academic year without the need for classes to meet on campus.</p> <p>The University will therefore adopt the following arrangements:</p> <p>From 5pm on Friday 20 March 2020, the Easter vacation will begin early for students with the exception of those students and apprentices who are in work placement with employers as an integral part of their Degree course (e.g. Nursing, Midwifery, Degree Apprentices, Teacher Education etc.). The respective Faculties and Schools will coordinate continuity of such placements and teaching with those students and employers during this period.</p> <p>All staff will continue to work, and/or be available for work tasks, but almost all staff should do this remotely at home.</p> <p>Teaching will recommence for students on Monday 20 April 2020, however, all classes will be mediated and facilitated using the Zoom technology app and will not take place on campus.</p> <p>The reason for the extended student vacation is to give all teaching staff the time to become familiar with the use of Zoom and other virtual technologies via their laptop, tablet or smart phone. This time will also enable staff individually to put in place arrangements, by email, with each and every one of their students for them to be able to dial in to normal scheduled class times remotely. Teaching staff will then use their normal scheduled teaching slots each week to run a virtual class via Zoom or similar medium.</p> <p>The IT Department, via Patrick O'Reilly, has been asked to put in place simple guides for the use of the Zoom app (which I have been using myself recently and I can assure you is very easy to use and highly effective). Patrick's department will establish a helpline to</p>	<p>Updated 20/3/20 Edited 24/3/20</p>

assist all academic colleagues to become fully operational to deliver their courses using virtual technology.

All administrative and management meetings will also take place using the Zoom app and each line manager or individual responsible for an area, will be able to access training via the help-sheets and helpline and should begin to make Zoom the working practice method for virtual contact with all their colleagues for work purposes.

Effectively, we are providing the institution with breathing space from 23 March 2020 to 20 April 2020 to work productively, behind the scenes, to ensure that we have a Zoom and virtual technology based university. This should allow us to very efficiently deliver our courses to students, augmented of course by Moodle and other learning technologies which make learning materials accessible. Clearly engineering workshops and clinical practice sessions will be impossible but the proposed method of engagement between staff and students should enable significant learning to continue.

Accordingly, the University, throughout the remainder of the coronavirus epidemic, will remain very much open for business, but not on campus.

Clearly this is not a perfect solution but it does provide the opportunity to continue, in some form, our degree programmes. Once staff become familiar with using Zoom for meetings etc. we will be able to convene virtual assessment boards to enable us to effectively and efficiently make progression decisions for students and to award degrees.

The fact that staff will be working remotely off campus should assist those with urgent childcare requirements which have come about by the Government decision to close schools. This means that the University is granting a working dispensation to colleagues working at home and remotely to enable them, during their contracted working hours, to supervise their children in the home. Family care responsibilities will therefore be taken into account by managers when organising staff meetings by Zoom, obviously this will require 'give and take' so staff should attempt to work with their managers to enable operations to run efficiently whilst keeping an eye on their family responsibilities. All colleagues should, however, remember that they are still working even when at home and they must be contactable by phone or email during their usual working hours.

We are very conscious of the huge effort and strain this whole National situation has placed upon colleagues. To provide respite and in the interest of staff well-being, we are asking all staff (including academic staff) to take the week beginning 13 April 2020 (Easter week, commencing with Easter Monday) as officially a holiday week when the institution will effectively be closed in a similar manner to Christmas. This will be part of annual holiday entitlement for both academic and support staff. All staff but security staff will be on compulsory leave to ensure that they rest and recuperate as best they can in the circumstances.

So, in summary, the University is NOT closing.

The University is taking an extended student break for the majority of students to allow staff to develop their skills in the use of Zoom and other virtual technologies for teaching and learning and for operational coordination.

The University will then continue its full blown operations off campus at the start of the Summer Term on Monday 20 April 2020 without the requirement for staff (with the exception of the Facilities Department and a small skeleton staff of key functions) to

attend campus. These arrangements will continue until the UK's Chief Medical Officer confirms that the epidemic is subsiding and normal working patterns become appropriate.

Library facilities are available remotely.

For international students who decide to return to their home countries, it is entirely their personal choice. The University will ensure that they are not academically disadvantaged, and provide all possible support for their learning to progress during this period. The UK has relaxed some of its visa regulations, in response to the current situation (visa extensions, in-country visa switching and distance learning). The University will approve authorised absence on a case-by-case basis from now up until the Easter break. This means that students will be expected to be available to engage with their classes remotely on Monday 20 April 2020. The students must inform the University of their Intention to leave the UK and request for authorised absence to be approved by the International Student Journey Officer by emailing [studentimmigration@bolton.ac.uk](mailto:studentimmigration@bolton.ac.uk). Further information for students studying at the University on a Tier 4 visa can be found on the [UKVI website](#).

The trimester 3 intake (scheduled for May 2020) which was anticipated for international students will no longer proceed. Instead students already offered places will be entitled and encouraged to start in the new academic year when normal arrangements are confirmed by the Government.

Entry to University buildings will be strictly prohibited and permission to access will be given only in exceptional circumstances (e.g. to clinical simulation suites for Health staff and students) to avoid an unnecessary burden on the Facilities team.

The lockdown will not end until we are instructed by the Chief Medical Officer that it is safe to return to normal working.

We cannot be certain about the future activities. We have made the decision to postpone the July 2020 Graduation Ceremony. As a result of the uncertainty, we have decided to act now and postpone the ceremony until a later date, exact dates will be confirmed closer to the time. Awards will still be conferred following a final Assessment Board and it is anticipated that certificates for successful graduates will be posted out (where possible) up to eight weeks after the board. We aim to offer all graduands an opportunity to attend the ceremonial part of their graduation at a later date. Students will receive their degrees in a timely manner to ensure that they are able to proceed to employment. Staff will implement new assessment methods to avoid exams taking place in the traditional way, but appropriate knowledge will be tested.

We hope that this clarifies the current position. Given the national fluidity, we will continue to update you. Obviously if the Prime Minister takes the decision to close universities then the matter will be out of our hands. Until then, we will work as set out in this communication.

## ACADEMIC STAFF: ABOUT LEARNING, TEACHING AND ASSESSMENTS

<p><b><i>What guidance should be given to students who are ill or need to self-isolate in relation to teaching, learning and assessment (with open access to the campus)?</i></b></p>	<p>In the first instance, students who are ill need to email their Programme Leader and Personal Tutor to inform them of their situation.</p> <p>If any student is self-isolating and is well enough to study, they can keep up to date with lectures via Moodle or other platforms, as directed. They can also if required, request a telephone or video tutorial.</p> <p><b><i>Students do not need to submit Mitigating Circumstances for any assessments due for submission after 20th March 2020 to the end of the semester.</i></b></p> <p>If students are absent for more than two weeks due to illness (e.g. for online tutorials), they should keep their Personal Tutor and Programme Leader updated on their situation.</p> <p>If a student falls ill and/or needs to self-isolate, they will NOT be required to submit a doctor's letter and can instead report their illness in writing (e.g. email) to their Personal/Academic Tutor and Programme Leader.</p> <p>Staff should advise students to keep their Personal/Academic Tutors and Programme Leaders up to date by email with the status of their medical condition, if they are absent for two or more days.</p> <p>Students in self-isolation who are healthy should be given opportunities to access teaching material on Moodle or other platforms and ask for support tutorials via phone or video link.</p>	
<p><b><i>What arrangements will be put in place if a member of academic staff falls ill and cannot deliver classes via working remotely?</i></b></p>	<p>Wherever possible, we are seeking for student classes not to be cancelled and for them to be taught by another member of the programme team.</p> <p>Where cancellations are necessary, it should be possible for another member of the programme team to set work for the affected students from the material in Moodle or other platforms.</p> <p>Therefore all members of academic staff must ensure that Moodle classes are populated to the end of the current teaching period; that assessments are written and moderated; and that other programme team members have been enrolled as users and have full access to the Moodle classes or other platforms used.</p>	<p>Updated 24/3/20</p>
<p><b><i>How will learning and teaching take place remotely?</i></b></p>	<p>From 20th April, teaching will continue to take place remotely using materials on Moodle and Zoom. You can also include PowerPoint voice-overs and Zoom video recordings for those who are unable to participate in live sessions. Support tutorials can be</p>	<p>Updated 20/3/20</p>

	<p>conducted via phone or video link. Please ensure you communicate your availability to students, as well as response times (usually 3 working days).</p> <p>It is recommended that you encourage your students to use the discussion forum on your Moodle classes, if they wish to post queries and share learning. This will ensure that all students who wish to, and are able to, engage are part of the learning community.</p> <p>A revised academic calendar has been produced, to reflect the extension to the vacation. Whilst the normal end dates for the teaching year have been retained, there are various resultant changes needed after Easter to ensure all necessary activities and contact hours can be completed within that time. Timetables may need to be amended accordingly. Student's virtual attendance will be monitored from 20 April 2020 onwards and recorded in the usual manner using Celcat.</p> <p>The <b>calendar is available from the student / staff hubs:</b></p> <p><a href="https://studenthub.bolton.ac.uk/students/login?ReturnUrl=%2f">https://studenthub.bolton.ac.uk/students/login?ReturnUrl=%2f</a></p>	
<b>How will assessment take place remotely?</b>	<p>Students will have the opportunity to complete their Semester 2 work via scheduled and alternative assessments. Module Tutors should advise students of any changes to the format and timing of assessments and allow for flexible deadlines.</p> <p>Scheduled and alternative assessments will count towards their academic and skills development. However, they will not be disadvantaged if they are unable to complete these assessments.</p>	Updated 20/3/20
<b>What will happen if students are unable to complete their semester 2 work?</b>	<p>A progression decision or award decision may be made on the basis of assessments available to the Assessment Board. Assessment Boards will need to be assured that Programme Learning Outcomes have been broadly covered by the work completed and that PSRB guidelines are complied with.</p> <p>Students will have the option to complete assessments/modules affected by campus restrictions again at a later date without penalty. Students will not need to submit Mitigating Circumstances for any assessments due for submission after 20 March 2020 to the end of the semester.</p>	Updated 20/3/20
<b>What is happening with apprentices?</b>	<p><u>Engineering Apprentices – Mechanical, Electrical and Civil Engineering</u></p> <ul style="list-style-type: none"> <li>The next virtual class will be week commencing 20 April 2020, participation instruction will be provided by the Programme Leader;</li> </ul>	Updated 24/3/20

	<ul style="list-style-type: none"> <li>• You should maintain your Off the Job Training timesheet log over the period, utilising being mentored / shadowing / course work as the proof of OJT taking place;</li> <li>• If a review is scheduled over this period, it will take place and conducted via virtual means (phone, Zoom, MS Teams etc).</li> </ul> <p><u>Healthcare Apprentices – Operating Department Practitioners, Nursing Associate, Assistant Practitioners and Advanced Clinical Practitioner.</u></p> <ul style="list-style-type: none"> <li>• Apprentices who are being asked to undertake full time duties and not virtually attend classes: <ul style="list-style-type: none"> <li>○ Review in four week time to ascertain this is still the case;</li> <li>○ If it is, instigate a Break in Learning.</li> </ul> </li> <li>• Apprentices who are being granted study days: <ul style="list-style-type: none"> <li>○ Attend virtual classes using technology as instructed by Programme Team;</li> <li>○ Maintain their monthly OJT time sheet log;</li> <li>○ Have reviews conducted, when required, via virtual means (phone, Zoom, MS Teams etc).</li> </ul> </li> <li>• Apprentices who are about to finish their studies and enter in to End Point Assessment (EPA) <ul style="list-style-type: none"> <li>○ Complete their final assessments as instructed by the Programme Team;</li> <li>○ Awards progressed as per University contingency;</li> <li>○ Break in Learning instigated, which lasts until such time an apprentice is able to undertake EPA.</li> </ul> </li> </ul>	
<p><b><i>What changes are being made to the academic calendar?</i></b></p>	<p>A revised academic calendar has been produced, to reflect the extension to the vacation. Whilst the normal end dates for the teaching year have been retained, there are various resultant changes needed after Easter to ensure all necessary activities and contact hours can be completed within that time. Timetables may need to be amended accordingly. Student’s virtual attendance will be monitored from 20 April 2020 onwards and recorded in the usual manner using Celcat.</p> <p>The calendar is available from the student / staff hubs:  <a href="https://www.bolton.ac.uk/wp-content/uploads/2020/03/Revised-Academic-Calendar-for-remainder-of-2019-20-at-27-Mar-20.pdf">https://www.bolton.ac.uk/wp-content/uploads/2020/03/Revised-Academic-Calendar-for-remainder-of-2019-20-at-27-Mar-20.pdf</a></p>	



## GENERAL INFORMATION/ SUPPORT

<p><b><i>What is the University doing to keep employees updated?</i></b></p>	<p>Communications are being issued to employees as necessary via All Staff Emails and the University website is regularly updated to reflect the latest information and advice. There is also a link via the MyBolton app.</p> <p>As this is a rapidly changing situation employees should look out for further updates from the University, including updates to these FAQs and also content published on the University web site.</p>	
<p><b><i>Where can I find further information?</i></b></p>	<p>This is a rapidly changing situation. You should regularly look out for further updates via All Staff Emails and on the web site. Further information can be found from:</p> <ul style="list-style-type: none"> <li>• The <a href="#">Public Health Agency website</a></li> <li>• <a href="#">Foreign and Commonwealth Office (FCO) website</a></li> <li>• <a href="#">GOV.UK website</a></li> <li>• <a href="#">The World Health Organization</a></li> </ul> <p>HR have introduced a dedicated askHRCV19 helpline and email service for employees who have queries regarding any aspect of their employment related to the COVID-19 outbreak. Employees can leave a voice message on the askHR number (01204) 903579 or email askHRCV19@bolton.ac.uk. The HR team will respond to queries in the order that they are received and endeavour to respond within 8 hours.</p>	<p>Updated 20/3/ 20</p>
<p><b><i>What is the University's approach to confidentiality and respect?</i></b></p>	<p>We respect the right to confidentiality of the members of our University community who may be diagnosed with coronavirus. Confidentiality is the right of an individual to have personal, identifiable medical information kept private. The University expects all those within the University community to be treated with dignity and respect. Any act of abuse or hate speech is unacceptable and should be reported to the University or the local police.</p>	
<p><b><i>I am a member of staff and I/family members have been affected by the virus, is there any further support?</i></b></p>	<p>If you have been affected by the virus and the situation has caused anxiety or stress, you can contact the University's Employee Assistance Program (EAP) provider VIVUP. This line is available 24/7</p> <p>Telephone: <a href="tel:03303800658">03303800658</a> (local call rate)          Email: <a href="mailto:help@vivup.co.uk">help@vivup.co.uk</a>          Web: <a href="http://vivup.co.uk">vivup.co.uk</a></p>	
<p><b><i>I am a University employee / worker based overseas and am currently residing in a high-risk country. What</i></b></p>	<p>The University is concerned for your welfare and encourages you to keep updated regarding the information / guidance published at the University. Please also make regular contact with your line manager at the University to discuss the situation in the country you are based in. Please continue to make yourself aware of</p>	

<b><i>does this mean for me?</i></b>	changing advice and guidance in your current location as the situation develops.	
<b><i>I want to ensure that the University has up to date personal and emergency contact details held, what should I do?</i></b>	<p>We want to ensure we can contact every colleague (or their next of kin, if appropriate) in the event of an emergency. We ask everyone to check their details are correct (and update them if they are not) on MyHR, as soon as possible.</p> <p>To do this, please log in to MyHR via the University website, or use this link: <a href="https://hrselfservice.bolton.ac.uk/tlive_ess/ess/index.html#/login">https://hrselfservice.bolton.ac.uk/tlive_ess/ess/index.html#/login</a> and select the Personal menu.</p> <p>Colleagues should also ensure their Head of School / Service has up-to-date contact details locally.</p>	
<b><i>What should I do if my question isn't answered by these FAQs, or if I want further advice?</i></b>	<p>Colleagues should speak with their Head of School / Service in the first instance. Alternatively, they can contact the relevant member of the HR team.</p> <p>HR have also introduced a dedicated askHRCV19 helpline and email service for employees who have queries regarding any aspect of their employment related to the COVID 19 outbreak. The details are listed above.</p>	

### SICKNESS ABSENCE

<b><i>I have an underlying health condition - what should I do?</i></b>	<p>We know that this may be a worrying time, particularly for those with pre-existing medical conditions. Individuals who have an existing long-term condition and are concerned about coronavirus should continue to take their normal precautions and may wish to contact their GP. Those with chronic medical conditions, such as heart disease, diabetes, lung disease, may feel particularly vulnerable.</p> <p>If people with long-term conditions have concerns they may have COVID-19, they should telephone NHS 111.</p> <p>Your wellbeing is of paramount importance. The University should also be made of aware of any underlying / long term medical conditions that may make them vulnerable. Individuals wishing to disclose information regarding any such conditions can speak with HR. The University may refer such cases to its Occupational Health provider for advice / guidance.</p> <p>If you have one of the medical conditions identified by Public Health England as putting you at high risk if you were to catch COVID-19 (e.g. have had an organ transplant and are taking immunosuppressant medicine; are having chemotherapy or</p>	Updated 20/3/20
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	<p>radiotherapy; have blood or bone marrow cancer, such as leukaemia; have a severe chest condition, such as cystic fibrosis or severe asthma and/or have another serious health condition), you must speak with your Head of Service / School and self-isolate.</p> <p>The NHS have published advice that the NHS will contact such individuals from Monday 23 March 2020 if they are at particularly high risk of getting seriously ill with coronavirus and they will be given specific advice about what to do.</p>	
<p><b><i>What should I do if I am pregnant?</i></b></p>	<p>In line with Government guidance, all pregnant workers should now self-isolate and if possible, work remotely until further notice. If this applies to you, please speak with your Head of Service / School to make the necessary and appropriate arrangements.</p> <p>If it is not possible to work remotely, you are advised to remain at home until further notice and keep regular contact with your Head of School / Service. Should you subsequently become unwell for any reason whilst at home please follow the normal sickness absence notification process to ensure that this is reported, and your Head of Service / School is aware. If you are returning to work, you must have a return to work interview with your Head of Service / School.</p>	<p>Updated 20/3/20</p>
<p><b><i>What should I do if I fall ill?</i></b></p>	<p>Common symptoms of coronavirus include; a fever, a dry cough, and shortness of breath.</p> <p>Exhibiting these symptoms does not necessarily mean that you have coronavirus. However, if you have symptoms, you must not attend work and must self-isolate. Please follow the latest advice and guidance from the government using the following link: <a href="https://www.gov.uk/guidance/coronavirus-COVID-19-information-for-the-public">https://www.gov.uk/guidance/coronavirus-COVID-19-information-for-the-public</a></p> <p>You must notify your Head of Service / School by telephone before your contractual start time at work, or as soon as possible if that is not practical.</p> <p>Guidance for people with confirmed or possible COVID-19 infection can found here: <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection</a></p> <p>The main messages are:</p> <ul style="list-style-type: none"> <li>• if you have symptoms of coronavirus infection (COVID-19), however mild, please follow the Government’s guidelines for self-isolation as suggested above;</li> <li>• this action will help protect others in your community while you are infectious;</li> </ul>	

	<ul style="list-style-type: none"> <li>• plan ahead and ask others for help to ensure that you can successfully stay at home;</li> <li>• ask your employer, friends and family to help you get the things you need to stay at home;</li> <li>• stay at least 2 metres (about 3 steps) away from other people in your home, if possible;</li> <li>• sleep alone, if possible;</li> <li>• wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser;</li> <li>• stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible;</li> <li>• you do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, call NHS 111. For a medical emergency dial 999.</li> </ul> <p>If you are at work and feel unwell with the symptoms you should contact your Head of Service / School by telephone and self-isolate.</p>	
<p><b><i>If I am confirmed as having coronavirus and/or are required to self-isolate, how is this absence recorded?</i></b></p>	<p>Please contact your Line Manager immediately if you have a confirmed diagnosis of coronavirus. If you are unable to work, and it is agreed by your Head of Service / School that you cannot continue to work remotely, your absence will be recorded as “sick”. You will be paid your contractual sick pay entitlement for the duration of your sickness absence.</p> <p>However, absence to having COVID-19 symptoms will not be taken into account when determining whether or not to take any formal action within the procedure. This is a temporary measure.</p>	<p>Updated 30/3/20</p>
<p><b><i>If a colleague in my department is tested positive for COVID-19 what will this mean for me?</i></b></p>	<p>The University will inform the appropriate department where there is a positive diagnosis for an employee. The University will follow the advice of the local health team. Immediate steps will be taken to implement the advice and colleagues will be kept up to date as a matter of priority.</p>	
<p><b><i>What are the specific sickness absence and reporting arrangements applicable to the COVID-19 (coronavirus) outbreak?</i></b></p>	<p>During this coronavirus outbreak, if staff fall ill because of a new continuous cough or high temperature or have other symptoms of COVID-19, it is vital that employees do not attend work and self-isolate as per the Government guidelines. Employees who are not able to attend work or work remotely (to undertake their duties in full) due to the severity of symptoms will be recorded as being absent due to sickness and will receive University Sick Pay (subject to the University Sickness Absence Policy and Procedure). In line with the University Sickness Absence Policy and Procedure, employees should notify their Head of Service/School of their absence prior to their normal</p>	

	<p>start time, or, where this is not possible within one hour of the planned start time.</p> <p>The University recognises that employees may be legitimately absent without having written medical evidence (typically, a Statement of Fitness for Work ‘fit note’ from a doctor). If they are given medical advice to self-isolate, we will not ask employees to provide written medical evidence after seven calendar days’ absence, as is usual procedure. This is due to public health advice, specifying that if individuals show symptoms, they should avoid going to their doctor or a hospital to prevent the infection from spreading. Such individuals may have been given medical advice via telephone from NHS 111 to self-isolate.</p> <p>Employees are expected to explain to their Head of Service/School what medical advice they have been given and from whom; and keep in regular contact with their Head of Service/School in line with usual practice. An employee’s line manager may also contact them from time to time to keep in touch and monitor progress. A telephone based Return to Work interview should be undertaken by the relevant Head of School / Service before a colleague returns to work.</p>	
<b><i>I am due to start working at the University and have been told to self-isolate – will I still get paid?</i></b>	Yes – your employment with the University will be effective from the date specified in your contract of employment. However, you should liaise with your Head of Service / School at the University or HR to ensure that your details (and in particular your bank account details) are entered onto University systems to ensure payment can take place and explore if you are able to remote work from home.	Updated 20/3/20
<b><i>If I have to take emergency leave to care for a dependent – will I be asked to undertake work remotely?</i></b>	It is expected that where possible all efforts should be made for you to undertake work remotely and this should be agreed between you and your Head of Service / School on a case by case basis.	Updated 20/3/20
<b><i>I live with someone who has COVID-19 symptoms – what should I do?</i></b>	If you are required to self-isolate but are not sick you should notify your Head of School / Service and work remotely, if that is possible. If you become unwell during the self-isolation period, you should follow the normal sickness absence notification process.	Updated 20/3/20
<b><i>How will absence from work directly due to COVID-19 isolation be recorded?</i></b>	The University will need to keep a record of absence related to Covid-19, including absences related to self-isolation.	Updated 30/3/20

## ANNUAL LEAVE

<p><b><i>What are the arrangements for annual leave during this COVID 19 outbreak period?</i></b></p>	<p>The University has to balance the needs of ensuring business continuity and the wellbeing of staff (to include the ability of employees to take annual leave and to take periods of rest). Heads of School/Service should allow employees to take any pre-authorised annual leave. However, employees (particularly those colleagues in a managerial role) may be specifically asked by the University to rearrange their existing annual leave plans to assist with business continuity.</p> <p>The booking of new periods of annual leave will be subject to business/ operational needs in the normal way, while considering business continuity needs in the current extraordinary circumstances. Employees should not make plans until new requests have been discussed and approved by their Head of School / Service.</p> <p>The University encourages all employees to take their annual leave in the year it is accrued. Given the current exceptional operational circumstances due to COVID-19, all annual leave allocations for 2019-20 must be used by 31 August 2020.</p> <p>No unused or accrued annual leave may be carried over into 2020-2021. No payments in lieu of unused annual leave in 2019-20 will be approved.</p> <p>Please note the University, in exceptional circumstances to ensure business continuity, reserves the right to require specific employees / line managers to cancel and amend their annual leave plans. Any such requirement will be determined by the relevant member of the Executive Board and as much notice as possible will be given. The University will financially recompense in full any employee required to cancel and amend their annual leave plans at the specific request of the University.</p>	
<p><b><i>Following the recent communication from the Vice Chancellor the University is being effectively closed from Monday 13 April to Friday 17 April inclusive and annual leave is to be taken for four days. How is this annual leave being classified?</i></b></p>	<p>Due to the COVID -19 outbreak the University (in the interests of employee wellbeing at this challenging time) is requiring all employees (both professional support and academic colleagues) to take annual leave during the week Monday 13 April to Friday 17 April 2020. The four days will be taken from employees existing annual leave entitlement. No additional annual leave entitlement is being granted.</p>	<p>Updated 20/3/20</p>

<p><b>What advice is there about travel overseas?</b></p>	<p>You should follow the latest FCO advice if you are planning to travel abroad for any reason, noting that the situation is changing rapidly in relation to COVID-19. Following the update in advice on the 17 March 2020, the FCO advises British people against all non-essential travel worldwide. For the full advice please visit:</p> <p><a href="https://www.gov.uk/guidance/travel-advice-novel-coronavirus">https://www.gov.uk/guidance/travel-advice-novel-coronavirus</a></p> <p>We would encourage employees to make additional assessments of the personal risks involved in any foreign travel during the current outbreak of COVID-19 including potentially being unable to leave a country, return to the UK, or having to self-isolate for 14 days on your return.</p> <p>Employees unclear on what this means for them and their annual leave plans should speak with their Head of Service / School or HR Business Partner in the first instance.</p>	<p>Updated 20/3/20</p>

#### WORK AND THE UNIVERSITY

<p><b><i>I work as a Variable Hours Tutor (VHT) and have work scheduled over the coming weeks. Will I get paid if this work is cancelled at short notice due to the implications of COVID-19?</i></b></p>	<p>You should speak with your Head of School. Your Head of School may require you to undertake the work virtually / via remote working. However, if you have work that is already scheduled (that you have accepted) and this is subsequently cancelled at short notice by the University you will receive payment for this work.</p>	
<p><b><i>My child or other dependant that I have caring responsibility for is in self-isolation, am I entitled to paid time off work?</i></b></p>	<p>The University wishes to support those with caring responsibilities. Where a child or dependant has been deemed as needing to self-isolate, is undergoing tests or has tested positive for coronavirus, it is likely that you will also be required to self-isolate. You should follow NHS guidelines and ensure, as far as is possible, that you have no contact with them during the isolation period.</p> <p>If you have to self-isolate and you are able to undertake your duties via remote working, then you will continue to be paid as normal. Alternatively, your absence will be treated as sick leave and the University's Sickness Absence Policy and Procedure will apply.</p>	

<p><b><i>If my child's school has been closed, what can I do?</i></b></p>	<p>The University expects employees to continue to work remotely from home where possible. It recognises that if schools are closed due to COVID-19 employees may have difficulties in arranging alternative care for their children in the short term.</p> <p>The University is granting a working dispensation to colleagues working at home and remotely to enable them, during their contracted working hours, to supervise their children in the home. Family care responsibilities will therefore be taken into account by managers when organising staff meetings by Zoom, obviously this will require 'give and take' so staff should attempt to work with their managers to enable operations to run efficiently whilst keeping an eye on their family responsibilities. All colleagues should, however, remember that they are still working even when at home and they must be contactable by phone or email during their usual working hours.</p> <p>You should speak with your Head of School/ Service to discuss the situation and potential options if you are unable to work your normal pattern whilst at home. Your Head can discuss temporary adjustments to start / finish times and other potential flexible working arrangements – e.g. temporary reduction in contracted working hours/days.</p> <p>Employees may also use their annual leave and the use of unpaid leave may also be considered.</p>	<p>Updated 30/3/20</p>
<p><b><i>What would happen to employees if the University underwent an enforced closure?</i></b></p>	<p>It is important to stress that despite the increased number of cases in the UK, the University is continuing to operate as per the UK Government's guidelines. This is a rapidly evolving situation and any updates will be communicated promptly. Whilst the University buildings may be closed, there are no plans to close the operations of the University at this point, making use of remote virtual means.</p> <p>We continue to act on the advice of sources, including the Foreign and Commonwealth Office (FCO); the World Health Organisation (WHO); the NHS and PHE.</p>	<p>Updated 24/3/20</p>
<p><b><i>What if it is not possible for me to undertake my duties via remote working?</i></b></p>	<p>We are asking all colleagues to be flexible in their approach to the work they undertake. We know that you will want to be supportive of working in different ways and areas to support the University in delivering its core activities.</p> <p>Your Head of Service/School may need you to undertake other work remotely in line with the Grade of your role to ensure business continuity. If it is not possible for you to complete your work remotely whatsoever, you may be required to undertake alternative University work in support of your School / Service or exceptionally the activity of other Schools / Services – in line with the Grade of your role – to support the</p>	<p>Updated 30/3/20</p>



	<p>University in delivering its core activities. Employees deployed in such a manner will be consulted and provided with any relevant, briefing, induction and training.</p> <p>Heads of Service / School will keep a list of those employees who may need to work to support the activity of other Schools / Services in delivering its core activities.</p> <p>We do understand that there will be some colleagues who are unable to undertake work remotely due to the nature of their role at the University.</p> <p>Those colleagues who are in this situation and who by virtue of their role cannot work remotely are requested to engage in full time community service whilst being paid by the University – of course to do so safely and where it will be most useful - by helping the efforts to ensure that the most vulnerable people receive help in our community; offering practical support (such as drivers for shopping deliveries) and making check-in phone calls.</p> <p>These colleagues should speak with their Head of Service / School at the earliest opportunity. Those who are able to undertake volunteering activity will be asked to provide their mobile number and email contact details to their Head of Service / School – which will be forwarded to Bolton CVS (who are co-ordinating voluntary roles across the borough) and Urban Outreach (a local charity who are co-ordinating food banks and distribution). Such employees should remain available to return to work if needed by their Head of Service / School.</p> <p>If employees are unable to undertake such voluntary work, then they should discuss this with their Head of Service / School. Employees will be expected to use their annual leave for the purposes of efficacy and, if necessary, some of the annual leave from the forthcoming annual leave year to facilitate not working.</p>	
<p><b><i>I am an employee of the University predominantly based at a location elsewhere in the UK, does all of this guidance apply to me?</i></b></p>	<p>Yes, the arrangements communicated by the University apply to all employees of the University.</p> <p>However, you should familiarise yourself with any guidance published at any partner organisation you work at and speak with your Head of Service / School regarding any issues / concerns you have relating to your wellbeing or your ability to undertake work.</p>	<p>Updated 20/3/20</p>
<p><b><i>Will I be able to access certain buildings during restricted campus operations?</i></b></p>	<p>Buildings and facilities within them will have restricted access and unless you have pre-authorized approval to access a building you will be denied entry, even if a building appears to be open. All employees are asked to respect this position and to extend this respect to our whole community.</p>	<p>Updated 20/3/20</p>

	<p>Employees wishing to gain access should speak with their Head of Service / School – who will liaise with the Director of Facilities regarding any such request for access.</p>	
<p><b><i>I have been told that I am a key colleague and should still attend work, what does this mean?</i></b></p>	<p>We must maintain operations where these are necessary. Where a role is required for the ongoing operation of the University, you may be designated as a key/essential worker. Key colleagues will still be required to attend work unless you have good reason to self-isolate.</p> <p>The University is very mindful of all guidance from PHE, for example social distancing is in place regarding the number of colleagues and their working patterns. We will not bring colleagues into work unnecessarily.</p> <p>In such circumstances, if you have concerns about working, for example you are in a vulnerable group or you live with someone in a vulnerable group, you should discuss this with your Head of School / Service and your individual concerns will be taken into account.</p> <p>It is also appreciated that for some colleagues, external factors such as caring responsibilities may have altered your availability to perform your role. If you have any concerns, you should discuss your working patterns with your Head of School / Service so that potential alternatives can be explored.</p>	

### WORKING REMOTELY

<p><b><i>What guidance does the University have for employees undertaking remote working?</i></b></p>	<p>Working remotely at home has been directed for most employees to ensure business continuity and safeguarding the wellbeing of all those in the University community.</p> <p>A Working Remotely from Home Supplementary Notes document has been published to provide clarity and to set out how the remote working is to be undertaken. This document should be read in conjunction with the University Working at Home Guidelines.</p> <p>This document is published under the pre-existing section Working from Home (where you will also find the University Working at Home Guidelines and H&amp;S Checklist)  <a href="https://www.bolton.ac.uk/places/professional-services/hr/a-to-z/">https://www.bolton.ac.uk/places/professional-services/hr/a-to-z/</a></p> <p>A set of resources are provided to assist you to get the most out of working remotely. These resources include; how to use MS Teams, linking to your office desktop computer and transferring</p>	
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	<p>telephone calls from your University telephone to your remote telephone. These resources are regularly updated and can be accessed via the link below:  <a href="https://wakelet.com/wake/5a7a92af-e356-4e9a-a8d5-1938f7ee0217">https://wakelet.com/wake/5a7a92af-e356-4e9a-a8d5-1938f7ee0217</a></p>	
<p><b><i>Are there any specific best practices in remote working?</i></b></p>	<p>Employees of the University who are able to undertake their work remotely should do so. With this in mind, colleagues are reminded of the Working Remotely – Supplementary Notes available at the link below.</p> <p><a href="https://www.bolton.ac.uk/wp-content/uploads/2020/03/COVID-19-Working-Remotely-from-Home-Supplementary-Notes-24-March-2020.pdf">https://www.bolton.ac.uk/wp-content/uploads/2020/03/COVID-19-Working-Remotely-from-Home-Supplementary-Notes-24-March-2020.pdf</a></p> <p>We know that working remotely is a new experience and can be challenging for many of us. Here are some helpful top ten tips to assist you:</p> <p><b>1) SET UP A DESIGNATED WORKSPACE</b>  Separate space for yourself to work in, somewhere you can focus on tasks without being distracted and set up with everything you need for a normal working day.</p> <p><b>2) MAKE REMOTE WORKING WORK FOR YOU</b>  Change where you sit, put on music, whatever helps you work. And enjoy the perks – no commute or uncomfortable shoes, and all your home comforts!</p> <p><b>3) MAKE SURE YOU HAVE ALL THE TECH YOU NEED</b>  This includes a reliable internet connection, required hardware and software, access to the University network / systems, any files and importantly, knowledge of how to get IT support and the best from the systems we have.</p> <p><b>4) GET DRESSED</b>  Changing into working clothes will help you mentally switch on to productive work mode. It will also help you distinguish between ‘homeworking’ and ‘home life’.</p> <p><b>5) WRITE A DAILY TO-DO LIST</b>  Set out a list of realistic, achievable tasks to keep you focused.</p> <p><b>6) KNOW WHEN TO STEP AWAY FROM YOUR DESIGNATED WORKSPACE</b>  Be clear about when your working day begins and ends and take breaks to refresh. It’s easy to let yourself be ‘always on’ when your home and office are the same place.</p> <p><b>7) STAY IN CONVERSATION</b>  Contribute regularly to team chats/group emails so you don't drop off the radar. Ask about what people are working on and share what’s on your agenda.</p>	<p>Updated 30/03/20</p>

	<p>8) <i>FOSTER RELATIONSHIPS</i> Make time for non-work chats as you would in the workplace and use video calling to maintain face-to-face contact, if possible.</p> <p>9) <i>ASK FOR SUPPORT WHEN NEEDED</i> Speak out when you need assistance, further guidance or support. Your Head of Service / School, colleagues and you are part of a team and should be supporting each other, even remotely.</p> <p>10) <i>BE CLEAR IN YOUR COMMUNICATION</i> Speaking in person gives you visual and audio cues that help you communicate. Conversing remotely removes a lot of that extra information so make your communications extra clear and concise.</p>	
<p><b><i>If I am unable to work remotely, can I support my Local Community, volunteer etc.</i></b></p>	<p><b>Employees not able to work remotely – supporting the local community</b></p> <p>We do understand that there will be some colleagues who are unable to undertake work remotely due to the nature of their role at the University. These colleagues should speak with their Head of Service / School at the earliest opportunity.</p> <p>Those who are able to undertake volunteering activity should provide their mobile number and email contact details to their Head of Service / School – which will be forwarded to Bolton CVS (who are coordinating voluntary roles across the borough) and Urban Outreach (a local charity who are coordinating food banks and distribution).</p> <p>Such employees should remain available to return to work if needed by their Head of Service / School.</p>	
<p><b><i>I am unable to perform all of my normal duties remotely at home, will this impact on my pay?</i></b></p>	<p>As far as possible, you should try to undertake your normal duties by working remotely. If your duties cannot be carried out from home in full, your Head of School / Service may discuss you undertaking alternative duties.</p> <p>Where colleagues are working remotely from home, they will be paid as normal. Should colleagues be doing alternative duties they will continue to be paid their normal salary. However, such arrangements will be kept under ongoing review.</p>	

## HR SUPPORT

<p><b><i>What support is available from HR while we all work remotely?</i></b></p>	<p>Colleagues in the team continue to provide services remotely. In addition to other means of contact, HR have introduced a dedicated askHRCV19 helpline and email service for employees who have queries regarding any aspect of their employment related to the COVID-19 outbreak.</p> <p>Employees can leave a voice message on the askHR number (01204) 903579 or email <a href="mailto:askHRCV19@bolton.ac.uk">askHRCV19@bolton.ac.uk</a>. The HR team will respond to queries in the order that they are received and endeavour to respond within 8 hours.</p> <p><b>Employee Assistant Programme – VIVUP</b></p> <p>Our partner VIVUP continues to provide colleagues with the additional support they may need during this crisis and have tailored their services:</p> <p>Virtual Clinic &amp; Online/Digital Counselling – a way for their counsellors to connect to employees via secure video link from any device (tablet or mobile phone) from the comfort of their own home, or any location they choose.</p> <p>Structured Telephone Counselling - counsellors assigned to the University can also facilitate structured telephone counselling, should an employee prefer this method of support.</p> <p>In addition to the above approaches, VIVUP continues to provide advice, information and counselling services and this remains accessible 24 hours a day, 7 days a week, 365 days of the year, including public holidays and bank holidays. To remind you, VIVUP can be contacted as follows:</p> <p>Telephone: <a href="tel:03303800658">03303800658</a> (local call rate) Email: <a href="mailto:help@vivup.co.uk">help@vivup.co.uk</a> Web: <a href="http://vivup.co.uk">vivup.co.uk</a></p> <p>MIND (a mental health charity) offers information and advice to people about mental health matters. They have released some useful links on their website to support mental health and wellbeing throughout the coronavirus outbreak. These can be found <a href="#">here</a>.</p>	
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